



**DEPARTMENT OF THE ARMY**  
**PERSONNEL AND EMPLOYMENT SERVICE WASHINGTON**  
**6800 ARMY PENTAGON**  
**WASHINGTON DC 20310-6800**

August 30, 2002

**MEMORANDUM FOR MANAGERS AND SUPERVISORS IN ORGANIZATIONS  
SERVICED BY PERSONNEL & EMPLOYMENT  
SERVICE-WASHINGTON CIVILIAN PERSONNEL  
ADVISORY CENTER**

**SUBJECT: Required Documentation of Repayment of Student Loans**

On April 22, 2002, the authority to approve the repayment of student loans was delegated to the HQDA Principal Officials with authority to further delegate this authority. Guidance on the requirements of this program is outlined on the Personnel & Employment Service-Washington Civilian Personnel Advisory Center (PESW CPAC) homepage, [www.hqda.army.mil/pesw](http://www.hqda.army.mil/pesw).

In order to document the approval, instruct Defense Finance and Accounting Service (DFAS) to make payment, and document the service obligation, Managers exercising this authority have the following responsibilities:

- a. Verify the existence of the qualifying loan and the balance remaining on that loan by obtaining a letter from the loan holder providing that information
- b. Provide the Customer Service Representative a copy of the signed service agreement for forwarding to DFAS in order to begin payments to the loan holder
- c. Send a copy of the verification of the employee's outstanding federally insured student loan, the manager's justification for authorizing the loan repayment, and a copy of the service agreement directly to the North East Civilian Personnel Operations Center (NECPOC) for filing in the employee's Official Personnel Folder. The mailing address is NECPOC, ATTN: MSO, 314 Johnson Street, Bldg 314, Aberdeen Proving Ground, MD 21005-5283.

It is important to note that it is the responsibility of the Managers to ensure that the employees meet the conditions of the servicing agreements; it is not the responsibility of DFAS, the CPAC or the CPOC.

Questions about the program should be directed to your servicing specialist in PESW CPAC, Personnel Services Division.

/s/

Mary S. Gordon  
Acting Director